

2523025

Registered provider: Compass Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company operates this home. The home is registered to provide care for up to six children who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The registered manager has been on maternity leave. During this period, the home was overseen by another manager who registered with Ofsted in August 2024.

Inspection dates: 3 and 4 September 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 3 October 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/10/2023	Full	Outstanding
14/02/2023	Full	Outstanding
14/12/2021	Full	Outstanding
20/11/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, six children were living at the home. One child had left, and one child had moved to the home. All children were spoken to as part of the inspection.

Children have lived at the home for many years and are making excellent progress. For one child, this has meant they have been able to successfully move to a foster family.

A new child's needs were assessed well by the manager. The manager considered how staff could meet the child's needs and if they would be a positive match with the other children living at the home. The child has settled quickly and has begun to form positive relationships with staff.

Children are cared for by staff who genuinely care about them. There is a sense of belonging where children all come together for dinner, talk about their day, and make suggestions.

A strength of this home is having an on-site therapist who supports and enhances the overall care. She provides support to the children to help them understand their past traumas. In addition, she helps staff to develop plans, which helps them to provide consistent care to the children.

Staff are creative in gaining views from children. Children give suggestions about activities and some aspects of their care and have suggested questions as part of the recruitment of new staff. However, children are not always involved in writing their care plans or asked about specific ways they would like to be helped and supported.

Staff understand the importance of education. When children are struggling in school, the staff support them at school and with learning in the home. For one child, this support meant they went from being at school part time to full time.

Staff encourage children to follow their interests. Children attend a variety of clubs away from the home, which has a positive impact on them. One child attends air cadets and their love of aeroplanes has led to them aspiring to be a pilot. They are working hard to achieve this goal.

The home has a diverse staff team who act as positive role models to the children. Children are helped to attend religious classes at the weekend and encouraged to join in cultural days and take part in Pride and religious events. Staff cook a range of food and talk to children about difference and being accepting of difference.

Staff know that keeping in touch with friends and family is important to children. Children are taken by staff to visit family members and friends no matter the distance.

For those who cannot visit as often as they would like, staff help children keep in touch through technology and letter writing.

How well children and young people are helped and protected: good

Staff know the children well and can often pre-empt behaviours and are able to defuse them. On occasions, physical intervention is needed to keep children safe. On rare occasions, behaviours have been such that despite all efforts to defuse situations staff have had no choice but to request support from the police. This is a last resort and not a decision that is taken lightly.

Staff and managers have developed good multi-agency working. They have invited other professionals, including the police, to visit and talk to children about the consequences of using weapons and making threats to others.

Most risks are well understood by staff. Staff have developed plans which help them to understand the risks and what strategies they need to use to manage the behaviours. However, for one child a previous risk had re-emerged, and a risk assessment was put in place. This assessment did not tell staff what action they should take to try and prevent the risk of a child climbing on the roof. As a result, the child was able to gain access to the roof on a second occasion.

On occasions, children can say or do things which upset the other children at the home. Staff have taken action and spend time talking to children about things like bullying and its impact. Sessions are undertaken as part of children's meetings and staff have put information around the home for children to read so that they know who to talk to if they are concerned.

Children do express their views and will tell others when they are concerned that staff actions fall short of expectations. The registered manager reports, investigates and follows up any concerns raised, and, where necessary, has taken action to retrain staff.

Children have access to technology through mobile phones, computers and games consoles. The manager has made sure the Wi-Fi has parental settings enabled and children's phones have monitoring applications. Children are helped by staff to understand the risks online through learning programmes and discussions. When it is found that children may be putting themselves at risk, action is taken to reduce the risks and report to those who need to know.

The effectiveness of leaders and managers: good

Since the last inspection, there have been several changes to the leadership of the home. This has had some impact on both staff and children due to the changes in ways of working and leadership style.

There have also been some changes to staff at the home, with some well-established staff leaving. As children have lived at the home for some time it has taken time to get used to the loss of staff they know and trust and get to know new staff.

The registered manager is settling into the role and beginning to establish her vision for the home. She has made some positive changes which the children and staff say are for the better and children say she listens to them.

There is regular monitoring of the home by the responsible individual and therapist. The multi-agency approach helps them understand children's progress. Managers have identified the need for improved recording of work done with children by staff.

Staff are supported well. They receive regular supervision which is reflective. When the manager has found shortfalls in staff practice, she has acted by placing staff on performance improvement plans. However, she has not put in place any monitoring of one worker who, it had been identified, needed additional support.

Staff receive a wide range of training both online and face to face. The home's therapist also provides bespoke training to staff individually and as part of group learning.

The home has an independent visitor as part of regulation 44 requirements. However, they do not regularly see or speak to all the children. This does not give children the opportunity to talk to an independent person about their concerns.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(vi)) Specifically, when risks emerge, prompt action must be taken to assess that risk. In addition, information must be available to staff on how to reduce any risk to children.	1 November 2024
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a)) This is in relation to the independent visitor seeing and talking to all children when they visit.	1 November 2024

Recommendations

- The registered person should ensure that each child is provided with support (appropriate to their age and understanding) to communicate their views, wishes and feelings and participate as fully as possible in all aspects of their care planning and daily care. This may include the use of and support to use communication aids, equipment and/or any necessary language support. ('Guide to the Children's Homes Regulations, including the quality standards', page 22, paragraph 4.6)
- The registered person should support staff to be ambitious for every child in the home and to gain skills and experience that enable them to actively support each child to achieve their potential. Specifically, staff recording of work done by staff with children requires improvement. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.5)
- The registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2523025

Provision sub-type: Children's home

Registered provider: Compass Children's Homes Limited

Registered provider address: 3 Rayns Way, Syston, Leicester LE7 1PF

Responsible individual: Teyte Parrish

Registered manager: Rebecca Dacre and Zeynab Fadil

Inspector

Debbie Bond, Social Care Inspector

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